

Article - Health - General

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§24-1204.

(a) The Department shall, in consultation with 2-1-1 Maryland, as appropriate:

(1) Maintain public information available from State agencies, programs, and departments that provide health and human services;

(2) Support projects and activities that further the development of 2-1-1 Maryland;

(3) Examine and make recommendations to maximize the use of information technology in making 2-1-1 services available throughout the State;

(4) Evaluate the performance of each 2-1-1 Maryland call center;

(5) Make recommendations to 2-1-1 Maryland regarding the quality of service provided by call centers or the performance of call centers when issues related to service quality and performance are presented to the Department; and

(6) Make recommendations regarding corrective action to be taken by a call center, as appropriate.

(b) On or before December 31, 2005, and every year thereafter, the Department, in consultation with 2-1-1 Maryland, shall report to the Governor and, subject to § 2-1257 of the State Government Article, to the General Assembly on the activities performed under subsection (a) of this section.

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